

## Department of Ecology: Draft Summary of the Local Government Survey Results

Percentages in this summary are presented for the positive responses only.

<b>Questions 3-6:</b>					
<b>Percentages represent a Yes response</b>					
	<b>Agency</b>	<b>CRO</b>	<b>ERO</b>	<b>NWRO</b>	<b>SWRO</b>
<b>Responses for the Agency and Regions</b>	<b>379</b>	<b>75</b>	<b>94</b>	<b>95</b>	<b>112</b>
3. Satisfaction with Ecology's response time to phone calls.	89%	88%	90%	93%	85%
4. Satisfaction with Ecology's response time to Email messages.	96	94	100	96	95
5. Satisfaction with Ecology's response time to letters.	82	86	78	83	82
6. Satisfaction with Ecology's response time to materials requested.	91	87	86	96	94
<b>Questions 7-19</b>					
<b>Percentages represent Agreement with the statement.</b>					
	<b>Agency</b>	<b>CRO</b>	<b>ERO</b>	<b>NWRO</b>	<b>SWRO</b>
7. Ecology staff communicate clearly.	88%	84%	86%	93%	92%
8. Ecology staff are knowledgeable.	93	88	96	93	94
9. Ecology staff are courteous.	98	99	96	98	99
10. Ecology staff take the time to listen to me.	92	88	94	93	91
11. Ecology staff write materials that are easy to use.	71	68	69	71	73
12. Ecology staff write regulations that are clearer now than they were 2 years ago.	57	58	51	56	60
13. Ecology staff inform me about the services and products Ecology provides.	71	73	67	71	72
14. Ecology staff provide technical assistance to me when I need it.	88	82	92	90	88
15. Ecology staff understand what drives decisions within my organization.	62	62	66	54	65
16. Ecology staff develop environmental priorities with me.	62	59	63	56	67
17. Ecology staff consider information I give them when making decisions.	77	77	77	79	75
18. Ecology staff work with me to come up with a creative solution to a problem that is supported by Ecology management.	76	77	79	66	81
19. Ecology staff are effective in partnering with my organization in environmental protection.	76	68	84	71	78

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### Questions 22-24: Permit Assistance Center

Percentages represent a Yes answer to the question.

	Agency	CRO	ERO	NWRO	SWRO
22. Do you know about the environmental Permit Assistance Center located in Lacey at Ecology's Headquarters Building?	45%	43%	41%	33%	59%
23. Have you requested information or service from the Permit Assistance Center?	20	26	12	10	27
24. If yes to question 23, was the information you received helpful to you and your organization?	84	80	57	100	89

### Questions 25-27: Financial Assistance

Percentages represent a Yes answer to the question.

	Agency	CRO	ERO	NWRO	SWRO
25. Do you know about the various Ecology grant and loan programs available to local government?	76%	77%	72%	82%	75%
26. Have you received a grant or loan from Ecology within the last five years?	55	37	55	63	61
Were you satisfied with the timeliness of:					
27a. Grant or loan agreements	92	80	94	95	95
27b. Technical assistance on the project	88	76	85	91	97
27c. Financial reimbursement	88	67	85	93	97